

Bessacarr Primary School

Critical Incident Plan

Safeguarding Statement

At Bessacarr Primary School we respect and value all children and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Bessacarr Primary School. We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual or emotional abuse, neglect and bullying.

TABLE OF CONTENTS

1. Introduction
2. Aims
3. Potential Incidents
4. General Guidelines
5. Serious Incidents at School
6. Serious Incidents- Educational Visits
7. Threats to School
8. Intruders in School/ Hostage Situation
9. Serious Outbreak of a Contagious Disease
10. Accidents
11. Emergency Evacuation/ Closure of School
12. Communication
13. Longer Term Action following a Crisis
14. Roles & Responsibilities
 - 1 Executive Head Teacher
 - 2 Head of School
 - 3 Assistant Head Teacher
 - 4 Visit Leader- Educational Visits
 - 5 Business Manager/Office Administrator
 - 6 Site Manager
 - 7 Teachers
 - 8 Other School Staff
 - 9 Local Authority
15. Data
16. Press/ Media Contact
17. Building Issues

Appendices

- | | |
|--|---|
| 1. Guidance- Unsolicited Press/
Media Contact | 7. Emergency Evacuation-
Suspected Gas Leak Protocol |
| 2. Emergency Evacuation
Protocol | 8. Weather Emergency |
| 3. Educational Visits Protocol | 9. School Contact Details |
| 4. Pupil Missing/ Abducted-
Educational Visits Protocol | 10. Authorised Persons (within
this plan) |
| 5. Pupil Absconding- Educational
Visits Protocol | 11. Utilities & Service Contact
Details |
| 6. Bomb Alert Protocol | 12. Emergency Contacts (multi-
agency) |

13. Key Holder Checklist

**14. Accident whilst on Educational
Visit Protocol**

1. Introduction

At Bessacarr Primary School we are committed to and strive to achieve best practice in all that we do. We recognise that many crises can be avoided through careful planning and preparation. This Critical Incident Plan is intended to support school where situations of a catastrophic nature occur. In formulating this plan school has not tried to anticipate every element that might arise out of specific crisis situation but rather have attempted to generate a range of flexible guidelines that will address a broad spectrum of scenarios.

2. Aims

- Identify potential critical incidents;
- Minimise the impact of critical incidents;
- Highlight potential school actions/ reactions to staff;
- Clarify roles and responsibilities within roles;
- Identify support agencies/ multi-agency partners.

3. Potential Incidents

Potential crises might include, but not be limited, to the following:

- Destruction or vandalism of the whole or significant part of school;
- Violence or assault on school premises (including grounds);
- A hostage situation or intruders on school premises;
- An abduction of a pupil from school premises or educational visit;
- A pupil missing and not found whilst in the care of school;
- Death or injuries on school journeys;
- An accident involving pupils, staff or visitors to school;
- A serious outbreak of a contagious disease¹;
- A natural disaster in the community;
- Civil disturbance or terrorism.

4. General Guidelines

There are emergencies or crisis situations that no amount of pre-planning can anticipate or effectively alleviate. However, there are generic responses expected of staff in all crisis situations. Staff are expected to:

- Avoid panic and maintain order;
- Establish what the situation is (as far as is possible);
- Seek immediate help;
- Seek immediate treatment for any injured parties;
- Report the situation to a person in authority on the scene;
- Follow all instructions issued by the police and emergency services;
- Follow schools guidance on unsolicited contact with the Press².

¹ School follows the local authority published guidance on communicable contagious disease. This is further supported by contact with the local authority Health & Well-Being team.

More specific guidance on different scenarios is given in the following sections.

5. Serious Incidents at School

Examples of serious incidents might be fire, death, major accident or suicide. In the event of such an emergency:

- Sarah Cairns (Executive Head Teacher) will be in charge of co-ordinating the response. (Normal chains of responsibility should be followed in the event the Executive Head Teacher is absent). School's Emergency Evacuation protocol should be implemented if evacuation of the school to alternative premises be required;³
- The EHT is responsible for ensuring the emergency services are notified. This may be delegated to a responsible member of staff;
- Doncaster Emergency Response team should be notified immediately;
- The monitoring of out of hours school security is contracted to a private firm who will manage the contact of key holders;
- Where a serious incident involves casualties, the Executive Head Teacher will appoint members of staff to record the names of those injured and the hospital to which they were taken;
- Parents/guardians will be informed as soon as is possible.

6. Serious Incident- Educational Visits

General procedures for Educational Visits are stated in school's Educational Visits policy and protocol. This is supported by a range of protocols to support serious incidents. They are:

- Serious Incident -Educational Visit Protocol;⁴
- Pupil Missing -Educational Visit Protocol;⁵
- Pupil Absconding- Educational Visit Protocol.⁶
- Accident whilst on an Educational Visit Protocol⁷

Communications with parents/ guardians will be managed by school. Pupils should generally not be allowed to phone parents/ guardians.

7. Threats to School

If information is received that a dangerous or explosive device⁸ has been introduced into the school the following procedure will commence:

- If the threat is directly received by school all details must be recorded by the member of staff receiving the information. This information should be immediately communicated to the Executive Head Teacher;
- The Executive Head Teacher will immediately inform all staff in all areas by deploying staff to initiate a silent evacuation without audible alarm;

² See school's Guidance Unsolicited Press/ Media document- appendix 1

³ See Emergency Evacuation Protocol- appendix 2

⁴ See Educational Visit Protocol- Appendix 3

⁵ See Pupil Missing or Abducted (Educational Visit) Protocol- appendix 4

⁶ See Pupil Absconding (Educational Visit) Protocol- appendix 5

⁷ See Accident whilst on an Educational Visit Protocol – appendix 14

⁸ See Bomb Alert Protocol – appendix 6

- Certain types of devices can be triggered by radio signals therefore all **mobile phones, walkie talkies and paging devices must not be used and switched off** until such time as it has been determined that there is no bomb or it has been found and deactivated;
- The Executive Head Teacher should contact and be advised by the emergency services;
- School's Emergency Evacuation and Bomb Alert Protocols should be implemented if advised to evacuate to alternative premises.

8. Intruders in School/ Hostage Situation

School operates controlled access to the premises during core hours, morning and after school activities. All staff, volunteers and students working in school are required to:

- Maintain procedures to assure efficacy of the controlled access system;
- Adhere to and implement school's Safeguarding policy, procedures and protocols;
- Adhere to and implement school's Visitors to School policy.

All staff should be especially conscious of:

- Any unusual activity;
- Unauthorised visitors (not wearing a visitor sticker/badge);
- Indications that locked exit doors have been tampered with;
- Unusual, suspicious or out of character behaviour exhibited by individuals in school.

If staff observe any doors not secured or propped open this should be reported to the Executive Head Teacher, Senior Leadership Team or administration office immediately.

Staff should report any out of the ordinary activity to the Executive Head Teacher/ Senior Leadership Team and administration office. Caution should be used if approaching or challenging intruders in order to avoid provocation.

Where an unauthorised visitor is considered suspicious and/or aggressive the Executive Head Teacher should contact the Police. (Normal chains of responsibility should be followed in the event the Executive Head Teacher is absent). They will then decide on the appropriate action with advice of the Police. In certain circumstances staff may be advised to remain in classrooms with pupils. Where evacuation is considered necessary the Executive Head Teacher will implement an evacuation with audible alarm or, where this may provoke an adverse reaction from the intruder/ hostage taker, a silent evacuation.

9. Serious Outbreak of a Contagious Disease

If an outbreak of a contagious disease in known school will contact Doncaster Health and Well-being Team to determine if it is communicable in a school setting. School will follow the advice and direction given.

10. Accidents

Pupils / staff/ visitors involved in an accident- as per normal school procedures.

During Educational Visit- See school protocol⁹

11. Emergency Evacuation/ Closure of the School

In the event that school must be evacuated, School's Emergency Evacuation Protocol will be implemented. Please note there are separate protocols when a gas leak¹⁰ or bomb alert¹¹ is suspected.

Staff will escort pupils in an orderly and closely supervised manner to the designated alternative premises.

Steve Smith (Site Manager), if on site, will ensure that access for emergency services is available as required and utilities (gas/ water/ electricity) disabled if necessary and safe to do so. If the Site Manager is not on site, they will be summoned immediately. **This is only required in a critical situation and does not apply to normal fire evacuation.**

Where an incident that requires school closure occurs overnight, the Executive Head Teacher will log information with Doncaster. They will automatically contact local radio stations to broadcast notice of the school closure and information of any temporary accommodation if in place. Normal chains of responsibility should be followed in the event the Executive Head Teacher cannot be contacted. The Executive Head Teacher will arrange for notification of closure and/or temporary accommodation to be displayed at the school premises. Information will also be posted on school's website, the staff telephone tree will be activated and mobile phone texts sent to inform parents.

12. Communication

If a critical incident occurs the external line in the Executive Head Teacher's office will be designated for the use of making outside calls only. The Executive Head Teacher will inform and liaise with Doncaster and Steve Coates (Chair of Governors).

The Executive Head Teacher will contact the Local Authority Media Relations Office for assistance in preparing a press statement. Staff and governors should avoid any communication with the Press/ Media other than the prepared statement.

In line with school's Educational Visit policy and protocols all teachers who are out of school with pupils will have a mobile telephone for the purposes of advising school of a critical incident.

The Executive Head Teacher or Chair of Governors will be designated as press officer. They will be responsible for all communications with the media. The press officer will agree the timing of press releases and liaise with emergency services to provide a single joint

⁹ See appendix 14

¹⁰ See Emergency Evacuation (Gas Leak) protocol- appendix 7

¹¹ See Bomb Alert Protocol- appendix 6

statement if applicable. All press releases will demonstrate to the media that school is controlling the incident in a caring, competent and responsible manner and seek to set minds at rest countering any rumours.

The administration staff (under the supervision of the Business Manager) will manage all telephone/ electronic communications received from parents/ guardians and other interested parties except the Press/ Media. This will leave the Executive Head Teacher/ Senior Leadership Team free to manage the immediate situation. Details of all incoming calls / calls to parents/ guardians will be recorded. Where there is a large volume of calls the Business Manager will designate staff to assist. A briefing statement will be prepared by the Executive Head Teacher and given to those staff managing telephone calls. Staff will be directed to relate the statement **verbatim**. Where appropriate other useful telephone numbers will be given to parents/ guardians e.g. hospital, emergency disaster line.

The administration staff will be responsible for managing parents/ guardians arriving at school or the temporary emergency premises during a crisis situation. Where appropriate a room will be set aside for parents/ guardians to wait during the crisis or until they can be reunited with their children. Parents/ guardians will be reunited with their children as soon as possible and a record maintained noting which children have been collected.

Press and television crews will not be allowed access to the school premises unless the express permission of the Executive Head Teacher is given. Where a press briefing is arranged and the use of school premises is not possible/ appropriate, an alternative location will be designated.

All staff will receive a briefing re the incident as soon as is possible to minimise uncertainty and ensure rumours do not circulate.

Pupils will be briefed as considered appropriate.

13. Longer Term Action Following a Crisis

- Counselling for staff and pupils should be arranged as soon as possible and offered to parents/ guardians if appropriate;
- The relevant support agencies will be contacted by the Executive Head Teacher as deemed appropriate;
- Parents/ guardians will be updated on what is happening in school subsequent to an incident;
- Where staff feel they are suffering from stress subsequent to the incident, the procedures defined in school's human resources policies will apply;
- Visits to the site may be arranged for staff, pupils and parents/ guardians if deemed appropriate.

14. Roles and Responsibilities

The following are principles which apply **over the long term**. Roles may be delegated however the responsibility remains with the persons named below. In a specific crisis situation the most senior staff member involved will assume responsibility for managing the situation until the post holder is available. In such a situation they are authorised to exercise professional judgement and act as they see fit in the interests of pupils, staff and the school, knowing they have the support of the Executive Head Teacher and governors.

1. Executive Head Teacher

- Overall responsibility for safeguarding pupils, staff, volunteers, visitors and students on placement;
- Overall responsibility for planning, risk assessment, management of crisis, aftermath;
- Ensure staff access training and that policy, procedures and protocols are embedded in working practice;
- Ensure safe systems are in place;
- Ensure practice evacuations are conducted and reviewed;
- Overview of communications with outside agencies, parents/guardians and the media.

2. Head of School

- Assume overall responsibility in absence of the Executive Head Teacher;
- Prime responsibility for ensuring pupils are supported in the aftermath of a disaster;
- Support for staff and parents/ guardians.

3. Assistant Head Teacher/s

- In the immediacy of a critical incident situation assume overall responsibility in absence of the Executive Head Teacher and Head of School;
- Assist the Head of School in supporting pupils in the aftermath of a disaster;
- Support staff and parents/ guardians.

4. Visit Leader (Educational Visits)

- Ensure visits are planned in accordance with school's policy, procedures and protocols;
- Ensure all risk assessments and documentation, required as part of school's visit approval application process, is completed prior to commencement of the visit;
- In the immediacy of a critical incident situation occurring offsite during the visit assume overall responsibility and coordinate communication with school / emergency services;
- Implement the appropriate crisis protocol;
- Act as a source of advice/ guidance to participating colleagues and volunteers.

5. Business Manager/Office Administrators

- Ensure that data systems are secure;
- Ensure automated backups occur successfully;
- In a crisis, manage telephone/ electronic communications to school;
- Ensure emergency services are contacted in a crisis situation;
- Manage communications in the case of a move to a temporary alternative office off-site.

6. Site Manager

- Ensure safety and security of the site;
- Ensure emergency services have access;
- Disable utilities if appropriate and safe to do so;
- Liaise with contractors and supervise repair works.

7. Teachers

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

8. Other School Staff

- Ensure the safety of pupils;
- Ensure safe practices in accordance with school's policies, procedures and protocols;
- Maintain vigilance;
- Support colleagues;
- Liaise with parents/ guardians when directed.

9. Local Authority – LEA Emergency Team

- Provide practical support in the event of a crisis;
- Support in securing alternative provision premises if required;
- Guidance and support with media enquiries.

15. Data

All data is held on school's computer system which is backed up daily. Senior Leadership and Management Teams have been actively involved in the development of this plan and have access to copies of the plan in the event school's computer system cannot be accessed.

16. Press/ Media Contact¹²

Please refer and adhere to school's Guidance Unsolicited Press/ Media document. Journalists are not allowed onto school premises during the handling / management of a critical incident. All communications with the Press/ Media will be authorised by the Executive Head Teacher. (Normal chains of responsibility should be followed in the event the Executive Head Teacher is absent). Where deemed appropriate the Executive Head Teacher will seek assistance from the Doncaster. Staff should not communicate with the Press/ Media unless authorised to do so. Staff will not permit Press/ Media access to pupils in their care.

17. Building Issues

Serious Damage from Vandalism/ Fire Damage-	Implement school closure procedures
Suspected Gas Leak-	See school protocol (appendix 7)

¹² Please also refer to the guidance issued by the Local Authority Communications office.

Appendix 1

Bessacarr Primary School

GUIDANCE IN RESPONDING TO UNSOLICITED PRESS/ MEDIA CONTACT

IF YOU ANSWER THE PHONE and are asked for comments by the press/media please follow these guidelines:

- Do not offer any information or make comments on the subject matter of the call.
- Ask for the caller's full name, telephone number, organisation/ who they represent etc.
- Explain they will need to speak to the Executive Head Teacher (or in their absence the Deputy Executive Head Teacher).
- If possible pass the call to the Executive Head Teacher or Deputy Executive Head Teacher advising them this is a press/ media request for information.
- If the Executive Head Teacher or Deputy Executive Head Teacher is not available record the caller's details and advise them their call will be returned as soon as possible.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

IF THE PRESS/ MEDIA ENTER THE SCHOOL BUILDING:

- Press and media representatives should wait in the front entrance. They should not be admitted beyond the main reception area without the specific permission of the Executive Head Teacher or Deputy Executive Head Teacher in their absence.
- If the Executive Head Teacher and Deputy Executive Head Teacher are not on site alert an Assistant Executive Head Teacher. The Assistant Executive Head Teacher will advise the representative that no one is available to comment at that time and offer the opportunity to book an appointment at a later date/ time.
- **DO NOT GET DRAWN INTO A CONVERSATION.** Remain polite but firm in your response.

EXECUTIVE HEAD TEACHER/ HEAD OF SCHOOL GUIDANCE

Once alerted to a telephone call/ arrival of the press/ media:

- Delay any immediate response to give time to collect your thoughts and prepare.
- For telephone enquiries you should establish the reason for the contact. Once established you may wish to say any of the following:
"I am not in my office at the moment. Can I phone you back in 5 minutes?"
"Yes. We will comment and have prepared a statement, which is....."

“I will need to go to my office to collect school’s prepared statement. I will phone you back shortly”.

- Make sure you make any calls that you promise to make. Before returning the call you are strongly advised to contact the Chair/ Vice Chair of Governors and you may also wish to have a discussion with the Local Authority.
- When returning the call read the prepared statement **verbatim**.
- Make notes, especially of who you read it to, and any comments you receive.
- Be very cautious about commenting beyond the statement (matters are either sub-judice or may be part of an internal disciplinary action).
- Once the call is completed advise and update the Chair/ Vice Chair of Governors. You may also wish to advise the Local Education Authority. If the conversation is managed by the Deputy Executive Head Teacher they should advise the Executive Head Teacher and Chair/ Vice Chair of Governors as soon as possible.

Once alerted to press/ media arrival at school:

- Delay any immediate response to give time to collect your thoughts and prepare.
- Go to the reception area. Do not invite the press/media into school.
- Give a written copy of school’s response.
- If school does not have a prepared response advise that one will be issued shortly.
- If pressed for further comments advise that all the information needed is/ will be within the response.
- Be polite but remain firm.
- On departure of the press/ media record the details of the visitor and notes on the content of the conversation.
- Advise the Chair/ Vice Chair of Governors as soon as possible. If the conversation is managed by the Head of School they should advise the Executive Head Teacher and Chair/ Vice of Governors as soon as possible. Any prepared statement should be agreed with the Chair/ Vice of Governors **prior** to submission. If any further telephone requests for information are received you should read the statement and advise school has no further comments to make.

APPENDIX 2 INSERT SCHOOL'S EMERGENCY EVACUATION PROTOCOL

APPENDIX 3 INSERT SCHOOL'S EDUCATIONAL VISIT PROTOCOL

APPENDIX 4 INSERT SCHOOL'S PUPIL MISSING FROM AN EDUCATIONAL VISIT PROTOCOL

**APPENDIX 5 INSERT SCHOOL'S PUPIL ABSCONDING DURING AN EDUCATIONAL VISIT
PROTOCOL**

APPENDIX 6

INSERT SCHOOL'S BOMB ALERT PROTOCOL

**APPENDIX 7 INSERT SCHOOL'S EMERGENCY EVACUATION PROTOCOL- SUSPECTED GAS
LEAK**

APPENDIX 8

EMERGENCY CONTACT- WEATHER

ORGANISATION	CONTACT DETAILS	CODE WORD
Doncaster Trax FM	www.traxfm.co.uk	SNOW
Doncaster LA	Neil McAllister Neil.mcallister@doncaster.gov.uk	

APPENDIX 9**SCHOOL CONTACT DETAILS**

Full Name of School	Bessacarr Primary School	
Address	Ellers Avenue Bessacarr Doncaster	
School telephone number	01302 535510	
School fax number	N/A	
School email address	admin@bessacarr.doncaster.sch.uk	
School mobile telephone number/s (held by key holder/s)	NAME/S	CONTACT NUMBER
	Sarah Cairns	07590816862
	Anne-Marie Patterson	07896896673
	Steve Smith	07811032702
Kitchen telephone number- direct line	07887214408	

APPENDIX 10**AUTHORISED PERSONS (within this plan)**

NAME	ROLE	CONTACT NUMBER
Sarah Cairns	Executive Head Teacher	07590 816862
Anne-Marie Patterson None	Head of School	07896896673
Ruth Pearson None	Assistant Head Teacher	
Carol Smith	Business / Office Manager	07756883466
Steve Coates	Chair of Governors	07795576464
Steve Smith	Site Manager	07811032702

APPENDIX 11

UTILITIES & SERVICES CONTACT DETAILS

SERVICE	PROVIDER	LOCATION OF CUT-OFF	EMERGENCY NUMBER
Electricity			
Gas			
Water			
Telephones/ internet			
Computer Services			

APPENDIX 12 EMERGENCY CONTACTS- MULTI-AGENCY

NAME	LOCATION	TELEPHONE NUMBER
FIRE	Emergency	999
	HQ	
POLICE	Emergency	999
	Help Desk	
AMBULANCE	Emergency (state paediatric needed)	999
Local Authority	Director of Education's Office	
	Emergency Crisis Support Centre	
	Out of hours support	
	Health & Safety Team	
	Media Relations Office	
	Facilities Management	
HOSPITALS		
ICT SUPPORT	Doncaster	
INSURANCE COMPANY	Buildings: Contents: Employers Liability: Educational Visits/Residentials:	
BURGLAR ALARM		
BOILER / HEATING MAINTENANCE		
ELECTRICIANS		
GLAZING		
MEDIA		
LOCATION OF AGREED TEMPORARY ACCOMODATION		

APPENDIX 13

KEY HOLDER CHECKLIST/ EMERGENCY BOX

1. School premises keys
2. Key list
3. Alarm Codes
4. Entry Lock codes
5. Alarm company telephone number
6. Alarm company security code
7. Mobile phone
8. List of SLT contacts
9. Emergency contractors' numbers
10. Critical Incident Plan
11. Staff list & telephone numbers
12. Security keywords
13. Parent contact details
14. Timetable
15. Visitors Book
16. Late Book

**APPENDIX 14 INSERT SCHOOL'S ACCIDENT WHILST ON AN EDUCATIONAL VISIT
PROTOCOL**